

Transcript: Malcolm

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Full Transcript

How may I help you? Yeah, okay, I was speaking to someone and we got disconnected. Did you want to get back connected to them or did you want me to help you? Yeah, but I don't know who... I don't know who I was talking to. Oh, I can help you. What, what do you need help with, ma'am? Um, I wanted to enroll in... I, I work for EMI Temporary Staffing and I have their insurance, but I wanted to enroll in benefits with a... in a... with a card, because I'm trying to get my medication from CVS and it's going to be \$800 something dollars. So what was the name of the staffing company? EMI. You say EMI? Yes, EMI. Do they have another name? It's EMI Staff... Temporary. It's, it's a temporary staffing service. I mean, I can give you my social or you can pull up my file. What's your first name? Amanda Carver. Right. For security purposes, can you verify your address and date of birth for me? 1578 Mississippi Highway 17, Carrollton, Mississippi 38917. And date of birth? 11-26-75. Thank you. So your phone number is 662-457-7947? Mm-hmm. And the email is carvermandy743@gmail.com? Mm-hmm. Can I push you in a brief hold? Do what now? Do you mind if... Do you mind if I put you in a brief hold? On a what? Brief hold. Brief hold, on hold? Sure. Yes, ma'am. Thank you. Right. Are you there, Miss Amanda? Mm-hmm. All right. So it looks like you... We... The phone number is 662-457-7947? Yeah. And the email is carvermandy743@gmail.com? Yes. Yeah. All right. So it looks like you already got enrolled. It just doesn't look like you have active coverage right now. Okay. So does it not work? Because I'm just trying to get some medication and it's gonna be 800 something dollars. No, ma'am. You don't have active coverage this week. So when will it be active? So it looks like it was active last week, but it looks like no deduction was taken last week to pay for this week's coverage. Okay. So what does... How... I mean, what does that mean? Who pays for that? So your temp, temp staff, they take it out of your paycheck weekly. So they're... They take your... They take a deduction out of your paycheck the week prior to pay... to pay for the following week. So it doesn't look like a deduction was taken from last week to pay for this week's coverage. Gotcha. All right. Well, let me call them and, and talk to them about it. Okay. Was there anything else I can help you with today? No. Will it... Will it cover... Will it cover anything now once it gets active again? So I wouldn't be able to tell you exactly who's covered. That would be a question you'd have to ask your carrier directly. I can give you their phone number. All right. Um, let's see. All right. What's, what's the carrier directly? So their, their name is American Public Life. The phone number is 1-800-American Public Life. Yes, ma'am. Public Life. Um- And the phone number is 1-800- Okay. ... 256- Okay. ... 8... 8606. And you want to hit option four- Okay. You just said that over. Go ahead. Eight, eight, eight what? So it's 1-800-256- Uh-huh. Okay. ... 8606. 8606. Okay. All right. And you want to hit option four to speak with a representative. Okay. All right. Thank you. No problem, Miss Amanda. You have a great week. All right. Rest, rest of your week. Okay. Thanks. Bye.

Conversation Format

Speaker speaker_0: How may I help you?

Speaker speaker_1: Yeah, okay, I was speaking to someone and we got disconnected.

Speaker speaker_0: Did you want to get back connected to them or did you want me to help you?

Speaker speaker_1: Yeah, but I don't know who... I don't know who I was talking to.

Speaker speaker_0: Oh, I can help you. What, what do you need help with, ma'am?

Speaker speaker_1: Um, I wanted to enroll in... I, I work for EMI Temporary Staffing and I have their insurance, but I wanted to enroll in benefits with a... in a... with a card, because I'm trying to get my medication from CVS and it's going to be \$800 something dollars.

Speaker speaker_0: So what was the name of the staffing company?

Speaker speaker_1: EMI.

Speaker speaker_0: You say EMI?

Speaker speaker_1: Yes, EMI.

Speaker speaker_0: Do they have another name?

Speaker speaker_1: It's EMI Staff... Temporary. It's, it's a temporary staffing service. I mean, I can give you my social or you can pull up my file.

Speaker speaker_0: What's your first name?

Speaker speaker_1: Amanda Carver.

Speaker speaker_0: Right. For security purposes, can you verify your address and date of birth for me?

Speaker speaker_1: 1578 Mississippi Highway 17, Carrollton, Mississippi 38917.

Speaker speaker_0: And date of birth?

Speaker speaker_1: 11-26-75.

Speaker speaker_0: Thank you. So your phone number is 662-457-7947?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: And the email is carvermandy743@gmail.com?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: Can I push you in a brief hold?

Speaker speaker_1: Do what now?

Speaker speaker_0: Do you mind if... Do you mind if I put you in a brief hold?

Speaker speaker_1: On a what?

Speaker speaker_0: Brief hold.

Speaker speaker_1: Brief hold, on hold? Sure.

Speaker speaker_0: Yes, ma'am. Thank you. Right. Are you there, Miss Amanda?

Speaker speaker_1: Mm-hmm.

Speaker speaker_0: All right. So it looks like you... We... The phone number is 662-457-7947?

Speaker speaker_1: Yeah.

Speaker speaker_0: And the email is carvermandy743@gmail.com?

Speaker speaker_1: Yes.

Speaker speaker_0: Yeah. All right. So it looks like you already got enrolled. It just doesn't look like you have active coverage right now.

Speaker speaker_1: Okay. So does it not work? Because I'm just trying to get some medication and it's gonna be 800 something dollars.

Speaker speaker_0: No, ma'am. You don't have active coverage this week.

Speaker speaker_1: So when will it be active?

Speaker speaker_0: So it looks like it was active last week, but it looks like no deduction was taken last week to pay for this week's coverage.

Speaker speaker_1: Okay. So what does... How... I mean, what does that mean? Who pays for that?

Speaker speaker_0: So your temp, temp staff, they take it out of your paycheck weekly. So they're... They take your... They take a deduction out of your paycheck the week prior to pay... to pay for the following week. So it doesn't look like a deduction was taken from last week to pay for this week's coverage.

Speaker speaker_1: Gotcha. All right. Well, let me call them and, and talk to them about it.

Speaker speaker_0: Okay. Was there anything else I can help you with today?

Speaker speaker_1: No. Will it... Will it cover... Will it cover anything now once it gets active again?

Speaker speaker_0: So I wouldn't be able to tell you exactly who's covered. That would be a question you'd have to ask your carrier directly. I can give you their phone number.

Speaker speaker_1: All right. Um, let's see. All right. What's, what's the carrier directly?

Speaker speaker_0: So their, their name is American Public Life. The phone number is 1-800-

Speaker speaker_1: American Public Life.

Speaker speaker_0: Yes, ma'am.

Speaker speaker_1: Public Life. Um-

Speaker speaker_0: And the phone number is 1-800-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 256-

Speaker speaker_1: Okay.

Speaker speaker_0: ... 8... 8606. And you want to hit option four-

Speaker speaker_1: Okay. You just said that over.

Speaker speaker_0: Go ahead.

Speaker speaker_1: Eight, eight, eight what?

Speaker speaker_0: So it's 1-800-256-

Speaker speaker_1: Uh-huh. Okay.

Speaker speaker_0: ... 8606.

Speaker speaker_1: 8606. Okay. All right.

Speaker speaker_0: And you want to hit option four to speak with a representative.

Speaker speaker_1: Okay. All right. Thank you.

Speaker speaker_0: No problem, Miss Amanda. You have a great week.

Speaker speaker_1: All right.

Speaker speaker_0: Rest, rest of your week.

Speaker speaker_1: Okay. Thanks. Bye.